

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: WIC ELIGIBILITY TECHNICIAN I/II/III
CLASS CODE: I - 6619 II - 6620 III - 6621
FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: I - NONE II - NONE III - LEAD
EFFECTIVE DATE: 4/17/2012 (REPLACES 2/2/2012 VERSION)
DEPARTMENT: HEALTH

JOB SUMMARY

Performs clerical and secretarial duties designed to expedite day-to-day eligibility screening and associated record keeping for the Women, Infants, and Children (WIC) Program.

CLASS CHARACTERISTICS

WIC Eligibility Technician I: Works under close to general supervision in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

WIC Eligibility Technician II: This full performance level works under general supervision in performing duties of considerable difficulty that involve some independent judgement.

WIC Eligibility Technician III: Works under general supervision in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

ESSENTIAL DUTIES

WIC Eligibility Technician I:

Performs data input relating to office functions.

Receives and screens office visitors and telephone calls; refers clients and callers to appropriate divisions and other county agencies; receives and directs client complaints; assists visitors and clients in accurately completing forms and applications.

Participates in initial client screening to assess program eligibility; completes computer intake processes; verifies income, residency, and identity; ensures compliance with established policy; ensures accuracy of required documentation.

Makes appointments for clients, ensuring they are given appropriate appointment(s) within required time frame; instructs clients on what they will need to bring to the appointment; documents required actions such as appointment attendance, notification of ineligibility, and instructions that were given.

Prints, reprints, and if necessary, voids food vouchers; monitors voucher status and ensures accuracy of voucher record keeping; keeps voucher stubs in order and ensures clients sign for vouchers to maintain audit trail.

Completes various reports; maintains organizational files of client operations and client records; maintains control files of matters in progress and follows up to ensure progression and completion of actions; processes, sorts, and distributes incoming and outgoing mail; copies documents.

WIC Eligibility Technician II (in addition to the duties listed above):

Assists in training new employees; completes peer evaluations to provide input to the division director for the performance appraisal process.

Processes office actions requiring technical knowledge and several steps for completion such as archiving of files or resolving state reports; scans images and documents to store, modify, and retrieve by computer.

Types letters, statements, narrative and statistical reports, minutes, agendas, and other documents as required; prepares recurring reports for supervisor's signature.

WIC Eligibility Technician III (in addition to the duties listed above):

Coordinates office procedures and practices to assist in overall clerical and administrative support for clinic operations; monitors efficiency of various record keeping and maintenance functions including security and storage and destruction; ensures clinic compliance with confidentiality procedures; arranges for proper archiving of files, reports, and records.

In conjunction with clinic administration, plans monthly calendar for client appointments and enters it into the computer system; prints and posts copies; monitors for appropriateness of client scheduling and to ensure clinic needs are met.

Proofreads others' documents, correspondence, and data input reports for correctness, clarity, and completeness; coordinates work schedules to ensure proper staffing and coverage; provides training and assistance; evaluates others' work performance and suggests appropriate personnel actions, i.e. evaluations, additional training.

Establishes and maintains a variety of files and records including state and monthly reports; monitors State Voided Voucher Error Report to eliminate repeat incidents; oversees ongoing accountability for voucher program.

Inventories and orders office or other supplies; monitors and balances petty cash account.

KNOWLEDGE, SKILLS, AND ABILITIES

WIC Eligibility Technician I:

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

WIC Eligibility Technician II:

In addition to the knowledge, skills, and abilities listed above:

Skill in: Using various software programs unique to the Health Department and/or WIC.

Ability to: Understand broad objectives and follow general instructions.

WIC Eligibility Technician III:

In addition to the knowledge, skills, and abilities listed above:

Considerable Knowledge of: Health Department policies and procedures and laws, codes, or regulations relevant to work performed.

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PAGE 3

Skill in: Basic bookkeeping.
Ability to: Train and lead others.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts, carries, pushes, pulls, or otherwise moves objects weighing up to 25 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room; work is performed in a busy clinic; work requires frequent contact with the public which exposes incumbents to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS

Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy. Selected applicants may be subject to a background check

WIC Eligibility Technician I: High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

WIC Eligibility Technician II: High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

WIC Eligibility Technician III: High school diploma or equivalent and five (5) years of general clerical support work experience of which two years were directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

LICENSING

Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.